

July 22, 2011

BEFORE THE

POSTAL REGULATORY COMMISSION

WASHINGTON, DC 20268

APPEAL ON BEHALF OF CUSTOMERS OF  
GOODWIN, ARKANSAS POST OFFICE

DOCKET # 1365158-72340

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This is an appeal and request for petition to review the final postal service's decision

to close the Goodwin, Arkansas post office. I and other residents of Goodwin and customers

of the Goodwin post office feel that the postal service did not follow proper procedures in closing the post office. Below are listed some points that we feel were not addressed and were not taken into consideration

in their decision.

The issue in paragraph 2 of the final determination of the postal service response that postage rates went up and service inversely went down was not addressed is their response. Since 2006 it can be documented that every postmaster that was appointed spent the majority of the time there on OIC (office-in-charge) appointments and that unqualified personnel were put in to replace them that did not know how to sell money orders, or weigh up packages. Customers were told that the scale was broken and sent them to other office for services. Customers from the Goodwin Post Office complained to Customer Service of the USPS, and Mr. John Confer, MPOO from Jonesboro. Arkansas for two months before anything was addressed. The loss of revenue probably started from these irresponsible choices.

In paragraph 8 the postal service listed the economic savings in the closing of the Goodwin Post Office which would be an annual savings of \$20,292. They did not financially disclose all of the factors in this. For example, the postal service would have restored the property that the post office is on to the original state. This cost was not cited in the post office's numbers. Also the fact that most people in Goodwin have stated that they will receive rural delivery and the cost to the rural carrier was not disclosed. In talking to

The carrier from the post office that would carry Goodwin, his route would be too overburdened and would have to be put on a new route. Also the owners of the property stated that they would forego the property rent as long as there is an operating post office in Goodwin.

Thank you for your attention to this matter.

Randy Jones